



Town of Middleton

182 Kings Highway, Middleton, New Hampshire 03887

Request for Proposals

Town of Middleton IT Services

September 16, 2015

Deadline for submission: September 30, 2015- 12:00 PM

Town of Middleton invites proposals for IT Services for the following departments: Municipal, Fire and Highway.

1 server
1 firewall
10 PC's
2 laptops

Scope of Services:

- ❖ Microsoft Windows Server, Desktop, and Laptop Patch Management
- ❖ Firewall Monitoring and Upgrade Management
- ❖ Virus Definition Management
- ❖ Backup Monitoring
- ❖ Hardware Firmware Management (network switch, wireless access points, and printers)
- ❖ Service Monitoring with proactive notifications of events
- ❖ Hardware service (i.e. hard drive replacement, software install, software training)
- ❖ Hardware and software inventory

Onsite service

- ❖ Install and configure new systems and users
- ❖ Perform basic system administration tasks such as disk management, space and memory allocation, operating system upgrades, and patch management
- ❖ Monitor the performance and availability of designated systems, proactively and reactively address problems, maintain a log of activities, and provide end-user administration services, including back-up/restore
- ❖ Identify and correct problems in Windows operating system use and provide alternative solutions where necessary
- ❖ Assist with the allocation of system resources and operating system tuning and configuration
- ❖ Install and test any licensed software updates, releases, and patches provided by us and third parties
- ❖ Assist users with system operation, optimization, and debugging
- ❖ Conduct on-site training for system features for users
- ❖ Provide periodic written and/or progress reports
- ❖ Perform error log monitoring, analysis, and resolution
- ❖ Assist in hardware failure determination and resolution
- ❖ Hardware maintenance as required by platform; diagnosis and repair of defective hardware by replacing parts; and installation of hardware upgrades and new systems

All proposals need to be submitted on or before September 30, 2015 at 12:00 noon in a sealed enveloped clearly labeled IT Proposal to:

Town of Middleton
Board of Selectmen
182 Kings Highway
Middleton, NH 03887.

Any questions please call Laura Parker @ 603-473-5202 or email ssbk@middletonnh.gov